

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

June 11, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:40 – 9:50	Clinical Quality Improvement <ul style="list-style-type: none">➤ OMD Report➤ CIC	C. Eisen
V	9:50– 10:00	Test Calls Protocols & Use of Data – (Wait Times, etc.)	T. Beyer
VI	10:00 – 10:05	PRO Report Change of Provider Requests	R. Jibri
VII	10:05 – 10:20	Creating Service Area-Based Outcome Networks	D. Innes-Gomber
VIII	10:20 – 10:30	MHSIP Survey Training Schedule	M. Drinan V. Joshi
		Announcement:	

Next Meeting
July 9, 2012
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date	June 11, 2012
Place	550 S. Vermont Ave., 2nd Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D.		
Recorder:	Maria Gonzalez		
Members Present	Alyssa Bray; Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Don Gonzales; Emilia Ramos; Gassia Ekizian; Kimberly Spears; Lisa Harvey; Lisha Singleton; Lorena Forcek; Lupe Ayala; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Mary Crosby; Michael Tredinnick; Michelle Rittel; Misty Aronoff; Monika Johnson; Rhiannon De Carlo; Sandra Chang Ptasiński; Timothy Beyer; Vandana Joshi		
WebEx Participants			
Excused/Absent Members	Angela Kahn; Fang Xie; Jessica Wilkins; Julie Agojo; Julie Valdez; Kari Thompson; Kira Hayes; Kimberly Floyde-Vanvelzen; Kimber Salvaggio; Kumar Menon; Leah Carroll; Leticia Ximenez; Leslie Shrager; Marcy Pullard; Melody Taylor Stark; Michelle Chiappone; Nina Johnson; Sam Keo; Sylvia Guerrero		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: A HWLA presentation was conducted. Members learn how to link HWLA.	Next meeting August 7, 2012.	D. Berzon-Leitelt
	SA 2 Adult: Dark in June. Planning to merge the adult with children for the survey training.	Next meeting: July 19, 2012.	M. Rittel
	SA 2 Children: Planning to merge the adult with children for the survey training	Next meeting: June 21, 2012.	M. Rittel
	SA 3: Members reviewed information received from QI/QA.	Next meeting: June 20, 2012.	G. Ekizian
	SA 4: Members reviewed information received from QI/QA. ISM documentation training was initiated within the last couple of months.	Next meeting: June 19, 2012.	A. Bray
Patients Rights	SA 5: Dark in June.	Next meeting: July 10, 2012.	M. Johnson
	SA 6: QI members discussed 0-5 age group. Ms. Spears reported that inaccurate data was reported in the PRO Request to Change Provider (RCP) Reports for SA 6 and SA 8. Providers are submitting reports but they are not showing on the PRO Report.	Next meeting: June 28, 2012. QID will follow-up with PRO concerning RCP data.	K. Spears
	SA 7: No report.	Next meeting: June 12, 2012.	L. Ayala
	SA 8: Kiosk quality improvement project was piloted at Long Beach Mental Health. The Kiosk project involved providing consumers with informational brochures at the time of their appointments. The brochures were distributed at the front desk. The Kiosk project was reported to be very helpful to consumers.	Next meeting: May 16, 2012.	M. Aronoff A. Lee

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Countywide Children's	Dark in May, June, and July.	Next meeting: August, 2012.	L. Singleton
Cultural Competency Committee	The Bilingual Bonus Policy & Procedure was submitted to the Compliance Bureau for review and finalization. Clarifications were made to ensure culturally competent linguistic services are made available to consumers and to ensure that bilingual/multilingual staff are appropriately used for interpreting services. Cultural Competency Unit is also developing a Procedure on Interpretation.	Next meeting: June 13, 2012. 695 S. Vermont Ave., 15 th Floor at 1:30 p.m. Membership will be notified when these Policies and Procedures are finalized.	S. Chang-Ptasinski
Clinical Issues OMD Report	Dr. Eisen reported on a new program w/ the USC Pharmacy School Residency program. Two pharmacy specialty residency rotations for two students have been set up at: 1) San Fernando Mental Health Center and 2) Arcadia Mental Health Center. Ricardo Mendoza is the Medical Director for the Tele-Psychiatry Program and he is located at a hub in San Pedro.	The Clinical Bulletin on Management of Aggressive Client Behavior is being finalized and will be ready for dissemination soon.	C. Eisen M. O'Donnell
Care Integrated Collaborative (CIC) Update	Ms. Drinan provided an update on the CiMH Care Integrated Collaborative (CIC). Currently there are 5 counties that volunteered and are participating in this Statewide QI collaborative. The focus is on improving care integration strategies for persons with: mental health, physical health, and/or substance abuse disorders. The providers from the County of Los Angeles participating in the CIC are: John Wesley Community Health, SCHARP, and Behavioral Health Services	Plans are to utilize the CIC as a PIP.	M. Drinan
Test Calls Protocols & Use of Data – (Wait Times, etc.)	Dr. Beyer distributed the Test Calls Memo, Guidelines, Test Call Form, Instructions, Scenarios, and P&P 202.21. Service Areas are asked to conduct 10 test calls per Service Area to ACCESS Center, with 5 in English and 5 Non-English. <u>Under no circumstances should a test call include an emergency scenario.</u>	Once the 10 Test Calls are completed, please return all Service Area Test-Calls to ACCESS Line Forms to Dr. Beyer by September 10, 2012.	T. Beyer

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Respon sible & Due Dat e
PRO Creating Service Area-Based Outcome Data Networks MHSIP Survey Training Schedule	<p>Defer to next meeting.</p> <p>Dr. Innes-Gomberg presented on MHSA Service Area PEI Outcome Data workgroup opportunities available through a RAND grant. Through PEI Training, Technical Assistance and Capacity Building RAND funds, LACDMH will be creating SA workgroups to review and utilize PEI MHSA outcome data for QI initiatives.</p> <p>A tentative schedule for the State Performance Outcome Consumer Perception Survey Training was distributed to the Service Areas. The Surveys will be conducted during the week of 8/20-8/24/12.</p>	<p>Service Area 4, 7 and 8 Liaisons expressed interest in participating in the MHSA SA Outcome Data workgroups. Dr. Innes-Gomberg will set up a follow-up informational conference call with RAND.</p> <p>All Service Area's will be notified of the randomly identified providers to participate in the surveys. The QID will forward the following to the membership: 1) Expedited list of randomly selected providers 2) State DMH Info. Notice 12-03 and 3) A final Training Schedule by SA (8) and Countywide. For any questions please contact Martie Drinan at 213-251-6732 or Vandana Joshi at 213-251-6723.</p>	<p>D. Innes-Gomberg</p> <p>M. Drinan V. Joshi</p>
Handouts	<ul style="list-style-type: none"> ➤ Summary Report of Test Calls Study: Accessibility to the 24/7 Toll Free Access Line ➤ Consumer Perception Survey Training Schedule ➤ MHSA Service Area Outcome Data Workgroups 		
Announcement	None		
Next Meeting	<p>July 9, 2012 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2nd Floor Conference Room Los Angeles, CA 90020</p>		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS